Arizona Digital Government Summit
A Government Technology Executive Leadership Forum

May 25-26, 2005

Hyatt Regency
122 North 2nd Street
Phoenix, Arizona 85004

Parking: Guests may park in the city-owned garage located on the corner of 2nd Street and Adams Street. Hotel guests can charge parking to their room for $14/day self-parking overnight with in/out privileges or $18/day for valet. Daily charges for guests not saying at the hotel are approximately $7.00 for self-parking or $16.00 for valet (maximum 8 hours).

Transportation: A shuttle (ARRIVE) runs to and from the Hyatt and Sky Harbor Airport every 30 minutes. The cost is $8/one-way.

Host Hotel:
Hotel San Carlos
202 North Central Avenue
Phoenix, AZ 85004

Reservations: (866) 253-4121
Rate: $129.00 single/double
Cut-off date: May 1
Note: Please reference Government Technology when making your reservation.

Location: The hotel is located two blocks from the Hyatt Regency Phoenix.

Parking: The hotel has parking privileges at a lot one block north of the hotel for $5/day. Charges may be billed to the guest room.

Program Schedule

Wednesday, May 25

8:00 a.m.   **Registration and Morning Refreshments**
Regency Ballroom A

9:00 a.m.   **Opening Remarks**
Regency Ballroom C/D

9:15 a.m.   **Opening Keynote**
Regency Ballroom C/D

Alternative Futures: Four Paths to a Different World

John Petersen, Futurist, Founder of the Arlington Institute

John Petersen is one of the world's most informed futurists. In this fascinating presentation, he paints a picture of emerging trends in science, technology, international relations, world economy and even some potential surprise events, weaving it all together into four alternative future worlds. In each of the scenarios he will look at the role of government and predict some of the pressures and requirements that could be expected to emerge.

10:15 a.m.   Morning Break and Refreshments
Regency Ballroom A

10:45 a.m.   Concurrent Sessions

VoIP – Lessons Learned
Cowboy Artists Room

The future of communications includes the convergence of voice, data and video across a network. The convergence requires an understanding of voice-over-IP, specifically voice- and data-capable next-generation remote access servers, routers, and voice gateways. This seminar will provide a fast-paced look at the latest in converged networks including a study of implementations in government organizations.

Lynn Garrick, Director, Systems Engineering, Nortel

Matt McClymonds, Chief Information Officer, Yuma County

IT Governance and Change
Ellis East

The County of San Diego, Calif., has spent the past few years undergoing major changes in how technology is provided, managed and measured. Part of the change included outsourcing, and this is only part of the story. The full story includes planning, governance, collaboration, consolidation and otherwise strengthening all facets of information technology within the 45 departments that make up the county.

Michael Moore, Chief Information Officer, San Diego County

Building Team Chemistry and Workplace Harmony
Sundance

Everyone has experienced being part of a team with good chemistry. And everyone has experienced the opposite as well. Workplace harmony doesn't depend on luck. There are proven methods to create and maintain a positive working environment. This eye-opening session, delivered by one of our most popular speakers, will provide useful tools for managing your group.

Klaus Hilgers, President, EPOCH Consultants

Knowledge Management
Ellis West

As standards continue to evolve regarding the method in which government organizations should collect and share essential information—with heightened emphasis on how to support many pressing national security concerns—there is increasing interest in incorporating knowledge management into government-wide enterprise architectures. This session will provide a look into the new direction of using information from a variety of sources to efficiently carry out the mandates of government organizations.

Harvey Shrednick, Partnership Development Coordinator, Center for Advancing Business through Information Technology (CABIT), Arizona State University

Integrated Justice: The Big Picture
Suite 316

Integrated justice in Arizona is fast becoming a reality, though the recent successes have not happened overnight. There have been small, regional successes that the state is building upon. This session will explore the statewide strategic plan set out by the Arizona Criminal Justice Commission and will explain the trails blazed by veterans of integrated criminal justice in Arizona.

Panel discussion

12:00 p.m.   **Lunch**
Regency Ballroom C/D

12:45 p.m.   **General Session**
Regency Ballroom C/D

1:45 p.m.   **Concurrent Sessions**

Cyber Security Part 1 – Who's There?
Cowboy Artists Room

Unwanted intruders. Hackers. Employee turnover. Over-eager staff. All of these introduce risks to your systems. And with the ever-increasing pressure to share information, authentication becomes the problem of the day. This session discusses some of the approaches and solutions that are being used successfully in the public and private sectors.

Terry Romero, Enterprise Relationship Manager, Citrix Systems, Inc.

Project Management Offices
Ellis East

Organizations seeking more efficiency and tighter monitoring of IT projects are opening project management offices (PMOs) in growing numbers. With today's emphasis on getting more bang for the buck, IT has to rein in projects more closely than ever. PMOs are a way to boost IT efficiency, cut costs and improve on project delivery in terms of time and budget. This session covers the benefits of PMOs and how the principles can be used by anyone involved in project management.

Speaker TBA

Public Disclosure and Records Management
Ellis West

The advent of the digital age gave rise to the hope that governments could one day operate without paper. The technology exists, but the issues go beyond imaging and electronic document management - they also involve complying with existing laws and determining what needs to be retained and for how long. This session discusses current trends, solutions and legislation.

Laurie Sletten, CRM, CA, Director, Records Management Division, Arizona State Library, Archives and Public Records

Arizona 2-1-1
Sundance

The Arizona 2-1-1 system has just gone live. The overall objective of the 2-1-1 system is to provide more efficient and effective information and referral to both public and private health and human services agencies, as well as a link to centralized disaster information networks for use in times

of crisis. This session will provide you the latest information on the system and an update on the program's next steps.

Lisa Dee Meyerson, Statewide Projects Manager, Government Information Technology Agency, State of Arizona

Rita Weatherholt, Public Information Officer, Health Department, Cochise County

Lauran Wikle, Program Coordinator, Office of Homeland Security, State of Arizona

Perry Yastrov, Project Office Manager, Arizona Health Care Cost Containment System, State of Arizona

Integrated Justice: Evolutionary Steps
Suite 316

The cost to develop and deploy a new, fully integrated, criminal justice system for Arizona is estimated to be more than $30 million. Economic realities dictate that block funding for this effort will not be available in the immediate future. A more creative and collaborative approach is therefore required to bring the vision of integrated justice to life. This session will explore current plans to leverage the investments already made by various jurisdictions and the ability to implement an evolutionary approach that will bring significant short-term benefits to justice agencies while building toward the long-term solution.

Panel discussion

3:00 p.m.   **Afternoon Break and Refreshments**
Regency Ballroom A

3:30 p.m.   **Concurrent Sessions**

Getting your Project Approved
Ellis East

Convincing others about the value of your projects is the first and most important step in getting approval and funding. How do you get the right people to support a project in the right way? How do you get them to care about its fate and be willing to play a role in its progress? This session covers the ways to get key stakeholders to commit to your ideas and projects.

Open Source – A "Free" Ride?
Sundance

From content management engines to Linux partitions on a Z series, government organizations are exploring the open source environment. However, once an application is developed, there are important considerations about its support, security and the business issues that surround the maintenance of ongoing IT support in an organization. These issues must also be addressed when considering open source. This session will discuss open source in general, as well as Linux in particular. It will help to answer questions about who is using it, their successes and obstacles, and the business benefits and risks.

GIS for the Common Person
Ellis West

Geographic information is an essential component of government services and the demand continues to grow. The challenge is no longer technology as much as it is educating people on its use and the leveraging of systems, applications and data. This session will highlight practical applications for GIS that will help you see how useful this technology has become and how broad its capabilities are.

Cyber Security Part 2 – Wireless Policies
Cowboy Artists Room

Wireless computing is causing many security professionals to lose sleep on a regular basis. The increased interest in mobile solutions has created a new monster in terms of security. This session will provide you with a look at what many organizations are doing to implement new policies to help protect their information and infrastructure while providing increased productivity and efficiency.

Randy Kendzior, Client Technologist, Wireless and Security Technologies, Dell, Inc.

Integrated Justice: Operational Realities
Suite 316

Building the integration solution, while challenging and rewarding, is only the beginning. These projects offer a variety of challenges for the most experienced information technology professionals. This session offers the experiences of those who have ventured into the world of integrated justice information. Come learn from those who have been there, done that.

4:45 p.m.   **Executive Reception**
Regency Ballroom A

Network with your colleagues and discuss technology solutions with the event sponsors.

Thursday, May 26

8:00 a.m.   **Registration and Morning Refreshments**
Regency Ballroom A

9:00 a.m.   **Opening Remarks**
Regency Ballroom C/D

9:15 a.m.   **Keynote**
Regency Ballroom C/D

Old School Values, New Society Expectations: What the first 50 years of digital government tell us about the next half-century of public service

Paul Taylor, Ph.D., Chief Strategy Officer, Center for Digital Government

The first application of digital government was in 1955. The cold war served as a tipping point for information technology, with unique government needs driving joint development of systems that integrated hardware, software and network connectivity for the first time. Now, half a century later, the Internet has changed the game again, turning closed, proprietary systems and networks on their head in the face of daunting security and continuity challenges. This session attempts to step back from the pendulum shifts in centralization vs. decentralization, public vs. private, buy vs. build, and own vs. lease to extract lessons that can serve public sector IT during the next 50 years while daring to imagine what it would be like to do IT all over again.

10:30 a.m.   **Morning Break and Refreshments**
Regency Ballroom A

11:00 a.m.   **Concurrent Sessions**

Digital Signatures
Cowboy Artists Room

Today, organizations are still trying to get a handle on how best to manage identities of internal and external users of their systems. This challenge will continue to increase in complexity as organizations attempt to link disparate systems in a quest to make government services easier to access for the average citizen. In this session you will be provided with an update on user identification and a rundown on what organizations are doing to simplify and strengthen their efforts to keep track of who should get in and who should not.

Bill Maaske, Chief Information Officer, Secretary of State, State of Arizona

Handling the Elderly (systems)
Ellis East

Replacing legacy systems with state-of-the-art technology is not always an option. However, there is an opportunity to extend the useful life of large systems by using web-based and other technologies. There are a variety of options to create applications that connect large systems together or allow an organization to change business process to be more efficient and effective. This session will look at current tools and will discuss various life prolonging strategies.

Steve Woods, Senior Solutions Architect, Hewlett Packard

Managing Information Technology Service Delivery
Sundance

IT governance has been established to ensure close alignment of IT service delivery and the needs of the business. Today's IT organizations are service providers that must understand and manage the cost of doing business. By taking advantage of new concepts and best practices such as IT Service Management (ITSM) and IT Infrastructure Library (ITIL), organizations can improve their IT infrastructure performance while satisfying business requirements. This seminar will provide information on the latest trends in service management as seen in government data centers around the country.

Brian Johnson, Practice Manager, Technical Services Computer Associates

12:15 p.m.   **End of Conference**

Conference times, agenda, and speakers are subject to change. For current updates, please visit the Executive Events website at www.govtech.net/events.